

SOULSONG ONLINE SALES Returns & Exchange form:

Please include this form and your **original invoice** with your returned article.

Name:

Postal address:

Phone: (home).....(mobile).....

Email:

Invoice number:Date of purchase:.....

STYLE	COLOUR	SIZE	QUANTITY	*REASON (code)
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A = Does not fit B = Change of mind C = Goods are damaged
D = Not as displayed on website E = Received wrong product

Please Complete:

EXCHANGE or REFUND	REPLACEMENT item	SIZE	COLOUR
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1. All items must be returned in original condition, unused, unworn and unwashed with original swing tags attached.
2. Complete the SoulSong Return & Exchange form, providing us with relevant information including whether you require a refund or exchange and the reason/s why. This form must accompany your returned item/s.
3. Please include your original invoice with your returned item/s. Refunds will be credited against your original purchase payment method. Eg. Credit card, PayPal, Gift/Credit Voucher.
4. Please ensure your returned item/s are packed in original packaging or clean suitable packaging and include your original invoice and returns form.

Send to: SoulSong
 Shop 2/26 Sunshine Beach Road,
 Noosa Junction Qld 4567

5. We will email you confirmation that your returned item/s have been received by us.
6. All returns must be made within 28 days of receipt of purchase/order.
7. For refunds - allow up to 2 weeks for your account to be credited.

SALE purchases:
There are NO exchanges or refunds on SALE or discounted items.

IMPORTANT – sending returns:
You are responsible for the product until it reaches us. SoulSong recommends that you send returned item/s in a Postal pack with a tracking service, and to keep a record of consignment/tracking note numbers. SoulSong will not take responsibility for any items sent by the customer which is lost in transit if there is no track and trace service.

Return Delivery Costs:
Are to be paid by the customer. If the items sent by SoulSong are damaged/faulty or did not match those items ordered, SoulSong may cover the cost of returning the items. This must be agreed with SoulSong management. **If an exchange is required due to change of mind, please include a self addressed PRE PAID post-pack for your new items to be sent out in.**

Store Returns & Exchanges:
You may return or exchange item/s directly to us in our Noosa store. Please ensure the item/s are in original condition (unused, unworn and unwashed with original swing tags attached) and that you have your receipt/invoice as proof of purchase and a Returns & Exchange form is completed.
For any additional information on Returns & Exchanges, please contact us 0412 246550 or email us at info@soulsonglife.com